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I run a company that provides assistance for many people with speech disabilities. Operators need to stay on the call long enough to get used to the way people with speech disability talk. Operators should tell callers that everything is confidential. People with speech disability need an easy way to reach Speech-To-Speech. The FCC must stop people in jails from abusing STS. More people with speech disabilities need to be taught to use STS. All these statements also apply to people who use STS on the computer. STS should be a national service. And there should be competition as that makes STS work better. The operators need to be paid enough so that they do a good job and they need good training.